

## ABSTRACT OF THE DISCLOSURE

An agent or customer representative of a business may require a system to monitor communications with one or more customers. In one implementation, the system may include a graphical user interface for the agent, statistics relating to the agent's contact with one or more customers, and an indicator in the graphical user interface. The indicator may include a work status of the agent and an amount of time an agent spends in the work status. The statistics may include the work status of the agent and the amount of time the agent spends in the work status.

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